



*Trump International Golf Links*  
SCOTLAND

**JOB DESCRIPTION: FOOD & BEVERAGE ASSISTANT**

**Job Purpose:** To provide a warm, friendly and efficient food and beverage service to our guests, ensuring exceptional service standards are delivered and maintained at all times in line with our guest expectations.

**Reports to:** Clubhouse Restaurant & Bar Manager

**Department:** Food & Beverage

**Key Duties and Responsibilities:**

- Assist in creating a warm and welcoming environment for our guests
- Ensure that guests are seated and provided with menus promptly
- Ensure that all guests' requests and queries are responded to promptly and effectively and an exceptional service is delivered to guests at all times
- Familiarise yourself with the menu and as much information about the food and beverage offering available in order to answer any questions guests may have
- Take food and beverage orders and ensure that orders are communicated to the kitchen and bar promptly and accurately
- Ensure an efficient and safe delivery of all food and beverage orders in line with guest expectations ensuring an exceptional level of service is maintained at all times
- Set up, clear and promptly service tables after use to ensure that guests can be seated in a timely manner
- Ensure the restaurant areas are clean and well presented at all times and assist with cleaning and housekeeping duties as required
- Deal with guest complaints in a friendly and efficient manner, ensuring guest satisfaction at all times and ensure that any guest complaints and comments are reported to management
- Ensure all cash, charge, float and till procedures are carried out in line with agreed procedures
- Prepare all back of house service points with regard to expected numbers for breakfast, lunch or dinner requirements as necessary
- Assist in the set up and preparation, and provide service duties for functions as required
- Support the kitchen staff as and when required and in accordance with hygiene and safety regulations
- Ensure that all front of house and guest areas are well maintained at all times
- Any other duties as directed by the Restaurant & Bar Manager or other member of the management team

**Key Requirements for the Role:**

- Experience of working in a similar role and/or environment (preferably in a high end restaurant within the hotel, leisure or hospitality industry would be a distinct advantage)
- Basic Food Hygiene Certificate (desirable)
- Accurate and efficient cash handling skills
- High standard of personal presentation



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- Excellent communication and interpersonal skills with a confident and outgoing personality and an ability to interact with people at all levels
- Ability to take initiative and resolve queries in a practical and positive manner
- Passion for delivering exceptional guest service
- Courteous and pleasant attitude towards guests and colleagues
- Ability to work as part of a team
- Good attention to detail
- Ability to work under pressure and juggle competing priorities in a busy, fast paced and challenging environment with minimum supervision
- Positive and flexible approach to work (weekend and evening work will be required)
- Confident and outgoing personality
- Proof of eligibility to work in the United Kingdom